



TM21453

PATENT
Attorney Docket No.: NUASI-00200

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Justin Broughton et al.

Serial No.: 09/774,944

Filed: January 30, 2001

For: **DIGITAL MULTIMEDIA
CONTACT CENTER WITH TIER
ESCALATION AND DE-
ESCALATION IN RESPONSE TO
CHANGED CRITERIA**

) Group Art Unit: 2145
) Examiner: Cardone, Jason D.
) **TRANSMITTAL LETTER**
) 162 N. Wolfe Road
) Sunnyvale, CA 94086
) (408) 530-9700
) Customer No. 28960

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

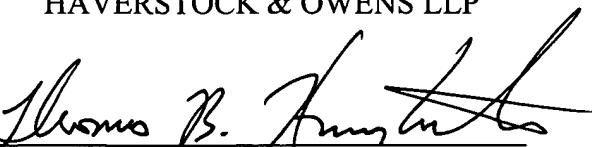
Enclosed please find a Supplemental Information Disclosure Statement, a check in the amount of \$180.00 to cover the Information Disclosure fee and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 1-27-06

By:



Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR§ 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.
Date: 1-27-06 By: TB



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Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- U.S. Patent No. 5,530,744;
- U.S. Patent No. 6,298,383 B1;
- PCT WO 01/35601 A1;
- PCT WO 01/61529 A2;
- "Signaling Gateway CX6100-SG", Haraski et al., pages 138-142, NEC Res. & Develop., Vol 42, No. 2, April 2001; and
- "Media Gateway CX3200", Naoki Satoh et al., pages 133-137, NEC Res & Develop., Vol 42, No. 2, April 2001.

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Attorney Docket No.: NUASI-00200

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 1-27-06

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

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FORM PTO-1440B (Modified)		U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00200	Serial No.: 09/774,944
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <small>(Use Several Sheets If Necessary)</small> <small>(37 CFR § 1.98(b))</small>		Applicants: Justin Broughton et al.			
		Filing Date: January 30, 2001		Group Art Unit: 2145	

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Pattee	Class	Subclass	Filing Date
	AA	5,530,744	06/25/96	Charalambous et al.	379	265	09/20/94
	AB	6,298,383 B1	10/02/01	Gutman et al.	709	229	01/04/99
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AK	WO 01/35601	05/17/01	PCT	H04L	29/06		X
	AL	WO 01/61529 A2	08/23/01	PCT	G06F	17/00		X
	AM							
	AN							
	AO							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

AP	"Signaling Gateway CX6100-SG", Haraski et al., pages 138-142, NEC Res & Develop., Vol 42, No. 2., April 2001
AQ	"Media Gateway CX3200", Naoki Satoh et al., pages 133-137, NEC Res & Develop., Vol 42, No. 2, April 2001
AR	
AS	
AT	
AU	
AV	
AW	
AX	
AY	
AZ	

Examiner:	Date Considered:
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EXAMINER:	Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.
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